

IA CAP Meeting 2022



Classification: CONFIDENTIAL

Agenda

- Energy Assistance Center
- My Account
- Hometown Care Funds
- Collections
- Questions

Energy Assistance Center



Account Numbers

- Most frequent call
- Customer can get Account number in IVR
 - Phone number on account
 - Last 4 of SSN

Adding a New User

Agents Account Management Assistance Programs

Agent Search

Last Name Starts with

First Name Starts with

Agency Name Equals

Full Name	Agent Id	Role Description	Agency Name	Phone Number	Status
		Staff	ONV-Dubuque		Active
		Staff	ONV-Dubuque		InActive
		Staff	ONV-Dubuque		InActive
		Staff	ONV Maquoketa		InActive
		Staff	ONV Manchester		Active
		Staff	MICA		InActive
		Staff	MICA		InActive
		Staff	MICA		InActive
		Staff	MICA		InActive
		Staff	MICA		InActive

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Adding a New User

Agencies **Agents** Account Management Assistance Programs

Agent Information

Title:

* First Name:

* Last Name:

* Agency Name:

* Agent Role:


Contact Information

* Phone Number:

* Email Id:

- All fields need completed
- Email energyassistance@alliantenergy.com for approval once submitted


Resetting Password

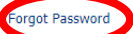
 **ENERGY ASSISTANCE CENTER**

Log In

User ID:

Password:

 **Log In** »

 **Forgot Password**

Dear user

Your password has been reset.

Please login again using the below password.

b033df5a-

We appreciate the opportunity to serve you.

Alliant Energy EAC Team


Change Password

Your password has expired or you tried to login using a temporary pasword. Please change your password.

Old Password:

New password:

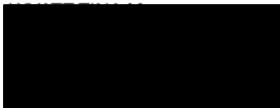
Confirm password:

 **Submit** »

Does the customer have Active Service?

Customer Account ([REDACTED])

Customer Information



Account Information

Type: Residential

Premise Status: Active

Service Began: 02/12/2021

Life Remark: No

Assistance Information

Budget Billing Status: Ineligible

Budget Amount: NA

Payment Arrangement: None

CLI: false

Deposit Summary

Deposit On Hand: \$0.00

Deposit Recommended: \$0.00

Payment Arrangement

Eligible: Yes

Length: 6 Months

Down Payment Amount: \$936.22

Installment Amount: \$203.83

Custom Payment Arrangement Eligible: Yes

[New Customer Search](#)

Summary

[Cost & Usage](#)

[Add Assistance](#)

[Customer Remarks](#)

[Disconnect History](#)

Account Summary

Billing Summary

Total Account Balance is \$2159.20.

Amount Due is \$2159.20 and is due on 04/04/2022

Current Charges	\$286.77
Past Due	\$1872.43
Total	\$2159.20



How to get Cost and Usage

Customer Account [REDACTED]

Customer Information



Account Information

Type: Residential
Premise Status: Active
Service Began: 07/30/2014
Life Remark: No

Payment Arrangement

Eligible: Yes
Length: 12 Months
Down Payment Amount: \$0.00
Installment Amount: \$24.85
Custom Payment Arrangement Eligible: Yes

[New Customer Search](#)

[Summary](#) [Cost & Usage](#) [Add Assistance](#) [Customer Remarks](#) [Disc](#)

Cost & Usage

Meter Number	Meter Type	Last Bill Date	Last Bill Read Value	Detail
450047025	Gas	02/17/2022	2067.0	Detail
500464974	Electric	02/17/2022	11752.0	Detail

Meter 500464974 [Detail View]

Last Billed Meter Reading 11752.0
Last Bill Read Date 2/17/2022
Date Range 3/17/2022

Example: 11/29/1998

[View](#)

Read Date	Total Usage	Billed Amount	Payoff Amount	Days of Billing	Cost Per Day	Usage Per Day
02/17/2022	414	\$70.00	\$77.08	30	\$2.00	13.80
01/18/2022	478	\$70.00	\$87.34	32	\$2.00	14.94
12/17/2021	351	\$66.90	\$66.90	29	\$2.30	12.10
11/18/2021	383	\$73.17	\$73.17	29	\$2.52	13.21
10/20/2021	315	\$64.11	\$64.11	30	\$2.14	10.50
09/20/2021	418	\$88.14	\$88.14	32	\$2.75	13.06
08/19/2021	460	\$95.91	\$95.91	30	\$3.20	15.33
07/20/2021	425	\$87.42	\$87.42	30	\$2.91	14.17
06/20/2021	451	\$90.03	\$90.03	33	\$2.73	13.67
05/18/2021	232	\$46.69	\$46.69	28	\$1.67	8.29

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Pledging Assistance

New Customer Search

Summary Cost & Usage **Add Assistance** Customer Remarks Disconnect History

Assistance Programs

This customer is currently participating in the following EAC Programs.

Transaction ID	Date	Amount	Source	Status	Agency	Agent
No data to display.						

Add New Assistance

Summary Cost & Usage **Add Assistance** Customer Remarks Disconnect History

Assistance

Add Energy Assistance

Enter energy assistance amount your agency is agreeing to provide the above customer, after entering the amount click Continue

Assistance Information

Today's Date: 3/22/2021

* Assistance Amount(s): (Format xxxx.xx)

* Source ID:

✓ Submit »

Cancel

Payment Information

Summary	Cost & Usage	Add Assistance	Customer Remarks	Disconnect History
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Account Summary

Billing Summary
Total Account Balance is \$0.00.
Amount Due is \$0.00 and is due on 10/15/2018

Current Charges	\$0.00
Past Due	\$0.00
Total	\$0.00

Mailing Address
611 S PARK AVE
CENTERVILLE, IA 52544

Bills & Payments Summary

Posted	Source	Amount	Balance
10/01/2018	Payment-File Transfer	\$197.38	\$0.00
09/25/2018	Bill	\$197.38	\$197.38
09/04/2018	Payment-File Transfer	\$298.00	\$0.00
08/27/2018	Bill	\$298.00	\$298.00
07/31/2018	Payment-File Transfer	\$300.73	\$0.00
07/25/2018	Bill	\$300.73	\$300.73
06/29/2018	Payment-File Transfer	\$270.31	\$0.00
06/25/2018	Bill	\$270.31	\$270.31
05/30/2018	Payment-File Transfer	\$185.94	\$0.00
05/24/2018	Bill	\$185.94	\$185.94

Pledged Assistance History
No pledged Assistance exists for this Account.

Do They Have a Disconnect Notice?

Disconnect History Tab – includes Amount Remaining on Disconnect Notice

[Summary](#) [Cost & Usage](#) [Add Assistance](#) [Customer Remarks](#) [Disconnect History](#)

Disconnect History

Disconnect Summary
Disconnection Status: Notice Sent
Expected Disconnection Date: 3/23/2022
Disconnected Date:
Amount Remaining on Disconnect Notice: \$1872.43

Deposit Summary
Deposit On Hand: \$0.00
Deposit Recommended: \$0.00

Event Date	Event Type	Disconnect Notice Amount	Current Status
03/11/2022	Notice Sent	\$1872.43	Active
02/08/2022	Notice Sent	\$1619.54	Inactive
12/16/2021	Notice Sent Ele...	\$1118.72	Inactive
12/07/2021	Notice Sent	\$1118.72	Inactive
10/19/2021	Notice Sent Ele...	\$659.23	Inactive
10/08/2021	Notice Sent	\$659.23	Inactive
06/17/2021	Notice Sent Ele...	\$3460.97	Inactive
06/08/2021	Notice Sent	\$3460.97	Inactive

Have They Been Disconnected?

Summary Cost & Usage Add Assistance Customer Remarks **Disconnect History**

Disconnect History

Disconnect Summary

Disconnection Status: Disconnected
Expected Disconnection Date:
Disconnected Date: 2/28/2022
Amount Remaining on Disconnect Notice: \$308.68

Deposit Summary

Deposit On Hand: \$0.00
Deposit Recommended: \$0.00

Event Date	Event Type	Disconnect Notice Amount	Current Status
03/15/2022	Disconnected El...	\$308.68	Active
01/31/2022	Notice Sent	\$308.68	Inactive

Payment Agreement Eligibility

Customer Account [REDACTED]

Customer Information

[REDACTED]

Account Information

Type: Residential
Premise Status: Active
Service Began: 01/02/2018
Life Remark: No

Assistance Information

Budget Billing Status: Ineligible
Budget Amount: NA
Payment Arrangement: None
CLI: false

Deposit Summary

Deposit On Hand: \$0.00
Deposit Recommended: \$0.00

Payment Arrangement

Eligible: Yes
Length: 12 Months
Down Payment Amount: \$0.00
Installment Amount: \$34.94
Custom Payment Arrangement Eligible: Yes

Coming Soon to EAC

- Auto Reconnects
- Pledge Amount Consideration

My Account



My Account



Good Afternoon

English

Sign Out



HOME



MY PROFILE



BILLING



USAGE



COMPARE



OUTAGES



NOTIFICATIONS



CONTACT US



SERVICE



Alliant
Energy®



Notifications



Billing

[View](#)



Outage

[View](#)



Service

[View](#)



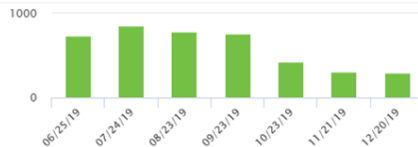
Contact Us

[View](#)



Electric

All



Billing

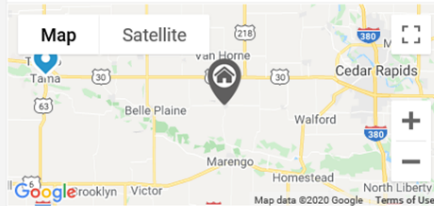
\$589.76
Remaining Balance
01/09/20
Due Date
[Need Help To Pay?](#)

[View Bill](#)

[Pay Bill](#)



Outages



Compare

4% Less Usage than
your previous year for December.



My Profile



5, Blairstown,
IA-52209 (3536980000)

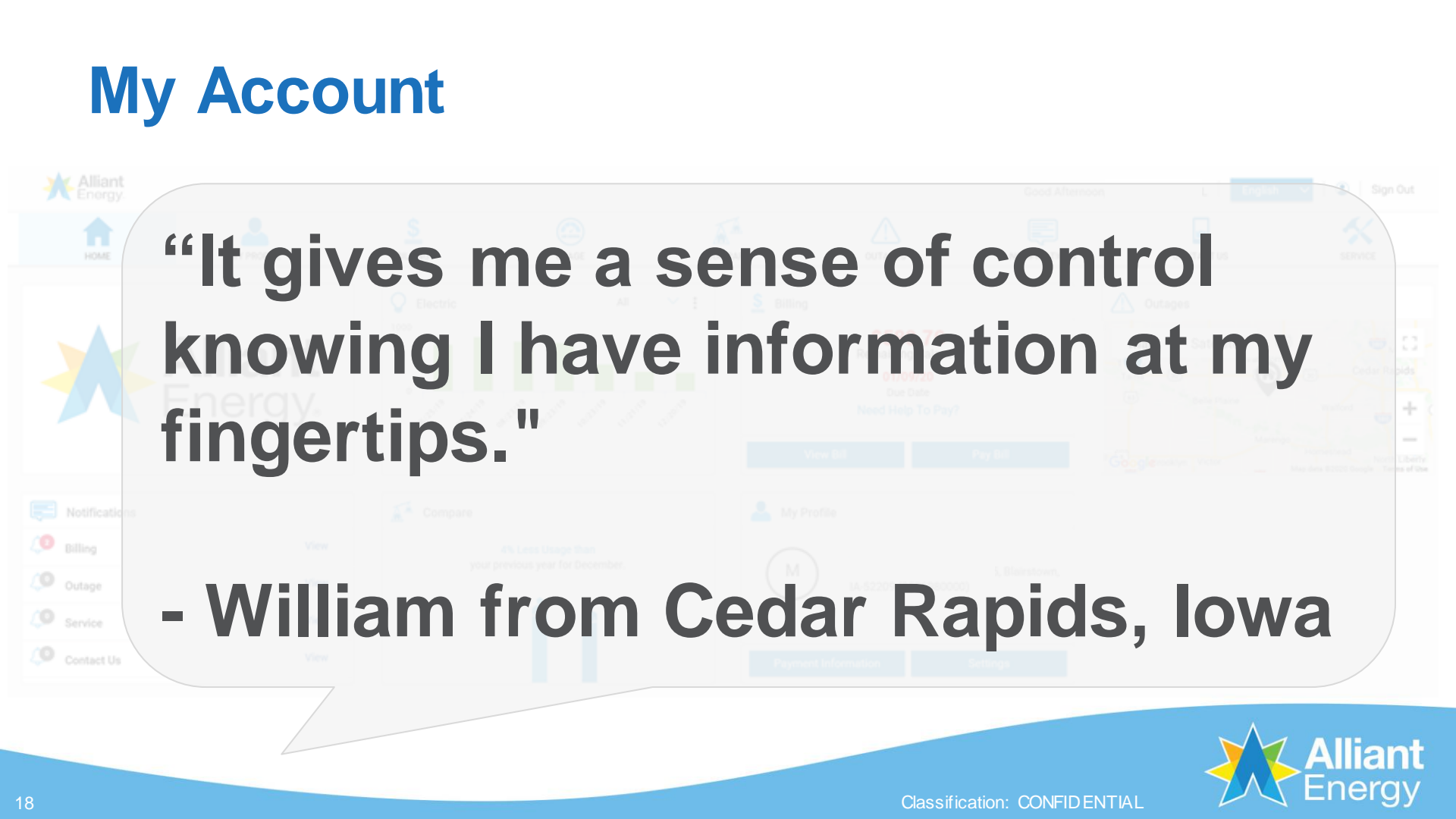
[Payment Information](#)

[Settings](#)



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My Account

The background of the slide is a faded screenshot of the Alliant Energy 'My Account' mobile application. The interface includes a top navigation bar with the Alliant Energy logo, a 'Sign Out' button, and a 'Good Afternoon' greeting. Below this is a 'HOME' button with a house icon. The main content area features a 'Billing' section with a 'Due Date' and a 'Need Help To Pay?' link, followed by 'View Bill' and 'Pay Bill' buttons. There is also a 'My Profile' section with a 'Payment Information' button. A 'Compare' section shows a bar chart indicating '4% Less Usage than your previous year for December'. A 'Notifications' sidebar on the left lists 'Billing', 'Outage', 'Service', and 'Contact Us'. A map of Cedar Rapids, Iowa, is visible on the right side of the app interface.

“It gives me a sense of control knowing I have information at my fingertips.”

- William from Cedar Rapids, Iowa

Setting up a Payment Arrangement

You are eligible for a payment arrangement.

Based on your current balance of \$1,182.63 below is your payment arrangement amount.

Your payment arrangement will be due in addition to your monthly charges.

Payment Arrangement	+	Current Charges	=	Total Bill
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Your Payment Arrangement

12 Months
\$98.56

Payment Arrangement Monthly Payment

Back

Continue

Your Payment Arrangement

Monthly Payment Arrangement \$98.56

Duration 12 Months

Reminder: Payment arrangement + current charges = total monthly bill.

☒ I agree to Alliant Energy's [Terms of Use](#).

Back


Submit


Spread out your
payments ...
No phone call
required!





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Track progress on a Payment Arrangement


 **Billing**


 My Bill


 Automatic Payment

 Text To Pay

 Bill & Payment History

 Budget Billing

 Billing Questions

 Pay with Cash

My Payment Arrangement Progress

Amount Paid to Date | **\$89.36** Remaining Amount | **\$982.93**

Payment Arrangement

\$89.36 monthly payment for 12 Months + Current Bill

Pay by card, check or savings

1 Payment Selection

2 Verify Payment Amount

3 Payment Successful

Bill Date: 12/20/19

Due Date: 01/09/20

Enter Payment Amount


☒ Current Outstanding (\$) \$589.76

☐ Other Amount (\$)

Select Payment Date

Payment Date 01/14/2020 *

Select a Payment Method

☒  MasterCard *****5454 [REDACTED] 8/2022

☐ Choose New Payment Method

Cancel

Next



Reconnect



Payment Successful!

A confirmation email has been sent to your email address.

Payment Amount : **\$2000.00**
Payment Date : 01/14/20
Confirmation ID : 120049051755381000

Because you've made a payment, your electricity will be turned on by the end of the next business day and no further action is needed. A reconnect fee will be on your next bill.

Remaining Balance : **\$736.66**

OK



Payment Successful!

A confirmation email has been sent to your email address.

Payment Amount : **\$746.84**
Payment Date : 01/14/20
Confirmation ID : 119904820678411000

Because you've made a payment, we are able to restore your gas service. To have your gas service turned on, please call us at 1-800-255-4268 between 6 a.m. and 9 p.m. Monday through Saturday. A reconnect fee will be on your next bill.

Remaining Balance : **\$0.00**

OK

My Account - Alerts

Bill Ready

(1/2) Your Alliant Energy bill is ready to view. \$375.66 is due by 05/18/2020. Enrolled in Text To Pay? Reply PAY. If not, visit My Account

(2/2) <https://myaccount.alliantenergy.com/Portal/Default.aspx> to pay or view your bill.

Bill Due

(1/2) Your Alliant Energy payment of \$375.66 is due in 5 days on 05/18/2020. Enrolled in Text To Pay? Reply PAY. If not, visit

(2/2) <https://myaccount.alliantenergy.com/Portal/One-TimePayment.aspx>

Bill Past Due

(1/2) Your Alliant Energy payment of \$221.84 is past due. Enrolled in Text To Pay? Reply PAY. Or pay bill now online

Hometown Care



Hometown Care Funds

Regular Funds

Rules for Use

- Guideline of \$300 per customer up to a maximum of \$500 per customer (at discretion of individual agency)
 - May be used during 12 month period or program year (May be broken out as multiple payments as long as total doesn't exceed \$500)
- Meet LIHEAP income guidelines **OR**
- Be experiencing a special hardship (at discretion of individual agency). Examples included, but are not limited to:
 - Disabled family member
 - Elderly family member
 - Small children in the household
 - Recent job loss
 - Medical crisis

Hometown Care Funds

- Make a co-payment as requested (at discretion of individual agency)
- Make a reasonable attempt to pay (at discretion of individual agency)
- Use funds for weatherization measures to improve energy efficiency related to winter heating and summer cooling and to supplement other energy assistance for the payment of electric or gas utility bills.
- Must be an Alliant Energy customer.

Hometown Care Funds

Rules for Fund Administration

- Agencies may use Hometown Care funds donated to their counties, to assist Alliant Energy customers.
- Customer & company contributions will be dispersed quarterly to each agency's Hometown Care Energy Fund account.
- Agency may keep 5% of total donations for administrative costs (at discretion of agency)

Collections Update



Collections

- Arrears
- Automated Collections Process
- Payment Agreements
- Covid & Health Postponements

Reconnect Fees

- Electric
 - Remote \$17 + tax
 - Non-Remote \$73 + tax
- Gas
 - \$56+ tax
 - After hours \$123 + tax

Contact Info

- IPL Collections Hotline 800-227-5156
- energyassistance@alliantenergy.com
- Veronica Stober
Manager Credit & Collections
VeronicaStober@alliantenergy.com

Questions

